

## **CLAIM LISTING**

What is claimed is:

1-14. (Canceled)

15. (Previously presented) A method, comprising:

displaying a plurality of icons, wherein each of the plurality of icons is configured to initiate an action associated with a service and an IT service catalog;

performing the action if one of the plurality of icons is selected;

presenting an interface comprising one or more fields associated with the action, wherein each of the one or more fields is adapted to receive input associated with the action, the input being stored in a data structure and used to generate an instance and an attribute associated with each of the one or more fields, the data structure being further configured to receive and store data entered in the one or more fields;

identifying a relationship between the service and the data structure, the data structure being configured to point to the service, the data structure being used to create a hierarchy associated with the service;

receiving cost information in the interface, the cost information comprising a name and a formula configured to determine the cost information; and

determining a service action associated with the service, wherein the service action is determined using information entered in a service field presented on the interface, the information being used to generate an instance of the service action and the service action comprising another relationship associated with another service action, the service action and the another service action being disposed in a service action hierarchy.

16. (Previously presented) The method of claim 15, wherein the action comprises modifying the service.

17. (Previously presented) The method of claim 15, wherein the action comprises deleting the service.
18. (Previously presented) The method of claim 15, wherein the action comprises modifying a resource.
19. (Previously presented) The method of claim 15, wherein the cost information is used to identify the service action.
20. (Previously presented) The method of claim 15, wherein the cost information comprises a validation constraint.
21. (Previously presented) The method of claim 15, wherein the formula is a validation formula.
22. (Previously presented) The method of claim 15, further comprising displaying a palette comprising one or more primitives, wherein the one or more primitives are associated with the service, service action, and a workflow task.
23. (Previously presented) The method of claim 15, further comprising identifying the attribute, wherein the attribute is a formula configured to identify a maximum limit associated with the one or more fields.
24. (Previously presented) The method of claim 15, further comprising identifying the attribute, wherein the attribute is a formula configured to identify a minimum limit associated with the one or more fields.

25. (Previously presented) The method of claim 15, further comprising identifying the attribute, wherein the attribute is a formula configured to identify a property associated with content input into the one or more fields.
26. (Previously presented) The method of claim 15, further comprising generating one or more displays configured to receive data associated with a database model configured to store the instance, the relationship, and the pointer.
27. (Previously presented) The method of claim 15, wherein the cost information comprises data used to compute implementation costs for using the service.
28. (Previously presented) The method of claim 15, wherein the service action field comprises a service action pointer configured to point to a data structure associated with the instance.
29. (Previously presented) A method, comprising:
- displaying an icon configured to initiate an action associated with a service and an IT service catalog;
  - initiating the action when the icon is selected;
  - presenting an interface comprising a field associated with the action, wherein the field is adapted to receive input associated with the action, the input being stored in a data structure and used to generate an instance of the service, the data structure being further configured to receive and store data entered in the field;
  - identifying a relationship between the service and the data structure, the relationship being used to implement a pointer configured to point to the service;

generating a hierarchy comprising the pointer, wherein the hierarchy is configured using the pointer and other pointers having relationship to other services;

receiving cost information in the interface, the cost information comprising a name and a formula configured to determine the cost information; and

determining a service action associated with the service, wherein the service action is determined using information entered in a service field presented on the interface and another hierarchy is generated using the service action and another service action.

30. (Previously presented) A computer program product embodied in a computer readable medium and comprising computer instructions for:

displaying a plurality of icons, wherein each of the plurality of icons is configured to initiate an action associated with a service and an IT service catalog;

performing the action if one of the plurality of icons is selected;

presenting an interface comprising one or more fields associated with the action, wherein each of the one or more fields is adapted to receive input associated with the action, the input being stored in a data structure and used to generate an instance and an attribute associated with each of the one or more fields, the data structure being further configured to receive and store data entered in the one or more fields;

identifying a relationship between the service and the data structure, the data structure being configured to point to the service, the data structure being used to create a hierarchy associated with the service;

receiving cost information in the interface, the cost information comprising a name and a formula configured to determine the cost information; and

determining a service action associated with the service, wherein the service action is determined using information entered in a service field presented on the interface, the information being used to generate an instance of the service action and the service action

comprising another relationship associated with another service action, the service action and the another service action being disposed in a service action hierarchy.